

SEPTEMBER 2002

Insight

For
benefits
administrators



Preparing for annual enrollment

Coming your way

As you prepare for the October 2002 annual enrollment period, be on the lookout for the following materials and information being sent to you:

- **Benefits statements** for your employees, showing their current elections and coverage. They should arrive labeled, "Benefits Statements," with neon yellow packing tape so they may be easily identified.
- **The October 2002 edition of *The Insurance Advantage*.** This newsletter needs to be distributed to your employees as soon as possible. It explains their health plan choices for 2003 and the various benefits available to them. (Note: Retirees, COBRA subscribers and survivors will receive their copies of *The Insurance Advantage* and their benefits statements together in the mail).
- **The Employee Insurance Program's (EIP) benefits video**, updated for 2003. Every benefits administrator will receive one copy which may be duplicated and distributed as needed (see "Benefits video updated" on page 3).
- **Information regarding the health maintenance organizations (HMOs) and point of service (POS) plans.** These materials will be sent to you directly from the HMO/POS providers. See "Health plan choices" on page 3 for a description of the HMOs and POS plans offered for 2003 and the service areas in which they operate.
- **MoneyPlu\$ information and forms** for the Medical Spending and Dependent Care accounts. The new enrollment and direct deposit forms are available on the EIP Web site at www.eip.state.sc.us/publications/forms/index.html.

Provider Directory links

To assist your employees in making their elections, you might offer them the following Web sites on which they may look up participating facilities,

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New administrator selected for MoneyPlu\$

Effective January 1, 2003, a new company will administer the MoneyPlu\$ program. **Fringe Benefits Management Company (FBMC)**, based in Tallahassee, Florida, will replace Stanley, Hunt, Dupree & Rhine, Inc., as administrator of the state's flexible benefits program. FBMC is one of the largest independent benefits management firms in the country.

There will also be some enhancements to the MoneyPlu\$ program for 2003:

- Free direct deposit;
- Checks issued daily;
- Five-day maximum guaranteed claims turnaround;
- Access to account balance information via Internet or Integrated Voice Response 24-hours-a-day, seven days a week;
- Toll-free customer service line and annual customer satisfaction survey;

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South Carolina
Budget and Control Board
Employee Insurance Program



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www.eip.state.sc.us

October 2002 annual enrollment

The *annual enrollment period* is October 1-31, 2002. This is when your employees may make changes in their benefits for 2003. However, there are some changes they may not make until the next *open* enrollment period—October 2003. Below are some basic guidelines regarding changes during an *annual* enrollment and throughout the year.

Enrollment and changes made during October will be effective January 1, 2003. *Note: Employees may not add or drop health and dental coverage and/or dependents' coverage until the next open enrollment period in fall 2003, except for changes made within 31 days of a special eligibility situation. Retirees and survivors may not change to or from the Medicare Supplemental plan until the next open enrollment in fall 2003, unless within 31 days of Medicare entitlement.*

Health plans

- Subscribers may change from one health plan to another during annual enrollment (SHP Economy to Standard, Standard to Economy, SHP to an HMO, HMO to SHP, HMO to another HMO).
- Those already enrolled in the plan of their choice do not have to do anything. However, subscribers enrolled in Upstate PARTNERS must elect another health plan during this enrollment period.
- Subscribers may not add or drop health coverage for themselves or for their dependents until October 2003, unless within 31 days of a special eligibility situation.

Dental plans

- No enrollment in, termination of or changes in dental coverage may be made until October 2003, unless within 31 days of a special eligibility situation.

MoneyPlu\$

- Active employees must enroll or re-enroll in their MoneyPlu\$ spending accounts during the enrollment period if they plan to participate in the program in 2003. Active employees may also drop the MoneyPlu\$ pretax premium feature during the enrollment period. No changes may be made to health, dental or life insurance during the year if the employee is enrolled in the MoneyPlu\$ pretax premium feature, unless within 31 days of a special eligibility situation.

Optional Life/Dependent Life

- Active employees may enroll in Optional Life coverage during annual enrollment by providing medical evidence of good health.
- During annual enrollment, active employees already participating in the Optional Life program may increase their coverage in \$10,000 increments up to the maximum coverage level by providing medical evidence of good health. The maximum level is increasing from \$300,000 to \$400,000 for 2003. They may also decrease coverage in \$10,000 increments.

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Preparing for enrollment

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doctors, pharmacies, etc.:

- *State Health Plan (SHP):*
www.southcarolinablues.com
- *SHP Mental Health and Substance Abuse:*
www.apshealthcare.com
(enter "statesc" for user login)
- *SHP Prescription Drug Program:*
www.medcohealth.com
- *CIGNA* (for both plans, refer to the network providers listed under the HMO:
www.cigna.com
- *Companion* (for both plans, refer to the network providers listed under the HMO):
www.CompanionHealthCare.com
- *MUSC Options:*
www.CompanionHealthCare.com
- *Vision Care and Dental Plus:*
www.eip.state.sc.us

NOE

No changes will be made to the Active Notice of Election form (NOE) this year. Benefits administrators should order supplies as usual. The retiree, COBRA and survivor NOEs are being revised, but EIP will still accept the current versions. NOE forms are also available on the EIP Web site at www.eip.state.sc.us/publications/forms/index.html.

REMINDER! When completing Section C, block #19, of the Active NOE, please make sure if choosing one of the HMOs or POS plans that the name of the plan is clearly identified: Companion HMO, Companion Choices POS, CIGNA HMO, CIGNA POS or MUSC Options.

Health plan choices for 2003



Employees have more choices of health plans than ever for 2003. Most will have three health plans from which to choose. Reminder: **Upstate PARTNERS will not be available for 2003.** Those enrolled in Upstate PARTNERS must choose another health plan during the October enrollment period. Below are the health plans offered for 2003 (see chart for service areas). A complete description and helpful information for choosing a plan is included in the October 2002 edition of *The Insurance Advantage*, which is being sent to you for distribution to your employees before enrollment.

The State Health Plan (SHP)

Two plans are available statewide—*Standard* and *Economy*. The SHP is a preferred provider organization that has arrangements with doctors, hospitals and other providers of care who have agreed to accept the Plan's allowable charges for covered medical services. With the SHP, subscribers are free to use any provider they choose except for behavioral health providers and pharmacies. In addition, they have worldwide access, a prescription drug program and preventive care benefits.

HMO Plans

Active employees must live or work in an HMO service area to enroll. An HMO is a managed care plan in which a primary care physician, who participates in the HMO's network, coordinates patient care, including referrals to specialists who also participate within the network. The plan only covers medical expenses received within the network of providers. HMO choices are:

- **Companion HMO**—offered in service areas 3, 4, 5, 6, 7, 8, 9, 10, 11, 12;
- **CIGNA HMO**—offered in service areas 2, 3, 7, 8, 9, 10, 11, 12.

HMO with Point of Service (POS)

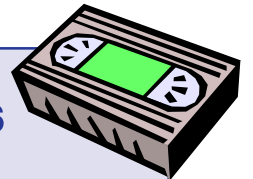
Active employees must live or work in a POS service area to enroll. A POS plan is an HMO plan that allows its subscribers to see a provider outside of its network, but in doing so, they are likely to have higher out-of-pocket expenses in the form of deductible, copayments and coinsurance. POS choices are:

- **CIGNA POS**—offered in service areas 1 and 5;
- **Companion-CHOICES**—offered in service areas 1 and 2;
- **MUSC Options**—offered in service area 11.

2003 health plan service areas

Area	County(ies)	Health Plan Choices
1	Anderson, Greenville, Oconee, Pickens	SHP, Companion-Choices POS, CIGNA POS
2	Cherokee, Spartanburg, Union	SHP, Companion-Choices POS, CIGNA HMO
3	Chester, Lancaster, York	SHP, Companion HMO, CIGNA HMO
4	Abbeville, Greenwood, Laurens, McCormick, Saluda	SHP, Companion HMO
5	Fairfield, Kershaw, Lexington, Newberry, Richland	SHP, Companion HMO, CIGNA POS
6	Aiken, Barnwell, Edgefield	SHP, Companion HMO
7	Allendale, Bamberg, Calhoun, Orangeburg	SHP, Companion HMO, CIGNA HMO
8	Clarendon, Lee, Sumter	SHP, Companion HMO, CIGNA HMO
9	Chesterfield, Darlington, Dillon, Florence, Marion, Marlboro, Williamsburg	SHP, Companion HMO, CIGNA HMO
10	Georgetown, Horry	SHP, Companion HMO, CIGNA HMO
11	Berkeley, Charleston, Colleton, Dorchester	SHP, Companion HMO, CIGNA HMO, MUSC Options
12	Beaufort, Hampton, Jasper	SHP, Companion HMO, CIGNA HMO

Benefits video updated



The Employee Insurance Program (EIP) has updated its benefits video for Plan changes in 2003. Similar to last year's, the new video includes plan overviews and important information regarding what subscribers may do during the annual enrollment period in October. Enrollment information falls at the end of the video so that you may use it after the enrollment period for orientation meetings, etc. Simply stop the video player at that point in the tape.

Later this month, EIP will send one copy automatically to every entity, and benefits administrators are encouraged to make as many copies as needed.

Conference sets attendance record

This year's attendance at the "Benefits at Work" (BAW) 2002 conference set a new record—more than 1,060 registered participants! The Employee Insurance Program (EIP) is pleased that so many of you have expressed appreciation for the hard work and dedication reflected in planning a successful conference. A very special thanks goes to the benefits administrators and vendors who continuously show interest in

the conference each year. Thanks and appreciation also goes to the Adam's Mark Hotel for hosting this year's conference.

BAs will receive copies of the PowerPoint presentations given at the conference for use at annual enrollment meetings. The information may be reproduced, without changes, for newsletters and other employer publications.

Each year EIP recognizes those benefits administrators who have demonstrated excellence in providing service and information to their employees, and we also salute those who have shown cooperation and responsiveness to EIP policies and procedures. On page 6 is a list of this year's



Award recipients were recognized each day during the luncheon.

awards recipients. Several other benefits administrators received "Achievements in Benefits" awards, as well as "Most Valuable Payer" (or "MVP") awards given by EIP's Financial Services Unit. And befittingly, a plaque was presented to Midlands Technical College in loving memory and appreciation of **Karen Price**, benefits administrator.

Thanks to each of you who helped make BAW 2002 a success. We look forward to seeing you at BAW 2003!



Registration, while busy at times, moved very quickly, thanks to great help from EIP staff.

2002 award winners and photos continued on page 6

2003 Optional Life rates for \$300,000-400,000 coverage levels

The maximum coverage level, with medical evidence of good health, for active employees participating in the Optional Life program will be increasing from \$300,000 to \$400,000 in 2003. Below are the monthly premium rates for the new levels of coverage. The complete rate chart will be included in the 2003 *Insurance Benefits Guide* and is also available on the Employee Insurance Program's Web site at: www.eip.state.sc.us/accounting/default.htm.

Optional Life Insurance: Monthly Premium Amounts by Employee's Age														
	< 35	35-39	40-44	45-49	50-54	55-59	60-64	65-69	70-74	75-79	80 +			
Coverage									Coverage	Coverage	Coverage	Coverage		
\$310,000	\$25.42	\$29.76	\$47.12	\$65.10	\$101.06	\$158.72	\$243.04	\$362.40	\$201,500	\$381.04	\$130,200	\$400.76	\$ 98,270	\$505.10
\$320,000	\$26.24	\$30.72	\$48.64	\$67.20	\$104.32	\$163.84	\$250.88	\$374.08	\$208,000	\$393.32	\$134,400	\$413.68	\$101,440	\$521.40
\$330,000	\$27.06	\$31.68	\$50.16	\$69.30	\$107.58	\$168.96	\$258.72	\$385.76	\$214,500	\$405.62	\$138,600	\$426.60	\$104,610	\$537.70
\$340,000	\$27.88	\$32.64	\$51.68	\$71.40	\$110.84	\$174.08	\$266.56	\$397.46	\$221,000	\$417.90	\$142,800	\$439.54	\$107,780	\$553.98
\$350,000	\$28.70	\$33.60	\$53.20	\$73.50	\$114.10	\$179.20	\$274.40	\$409.14	\$227,500	\$430.20	\$147,000	\$452.46	\$110,950	\$570.28
\$360,000	\$29.52	\$34.56	\$54.72	\$75.60	\$117.36	\$184.32	\$282.24	\$420.84	\$234,000	\$442.48	\$151,200	\$465.38	\$114,120	\$586.58
\$370,000	\$30.34	\$35.52	\$56.24	\$77.70	\$120.62	\$189.44	\$290.08	\$432.52	\$240,500	\$454.78	\$155,400	\$478.32	\$117,290	\$602.86
\$380,000	\$31.16	\$36.48	\$57.76	\$79.80	\$123.88	\$194.56	\$297.92	\$444.22	\$247,000	\$467.08	\$159,600	\$491.24	\$120,460	\$619.16
\$390,000	\$31.98	\$37.44	\$59.28	\$81.90	\$127.14	\$199.68	\$305.76	\$455.90	\$253,500	\$479.36	\$163,800	\$504.18	\$123,630	\$635.46
\$400,000	\$32.80	\$38.40	\$60.80	\$84.00	\$130.40	\$204.80	\$313.60	\$467.60	\$260,000	\$491.66	\$168,000	\$517.10	\$126,800	\$651.76



Caller tips

Calls to the Employee Insurance Program (EIP) using the toll-free number (1-888-260-9430) and the Columbia area number (803-734-0678) are answered by the first available counselor. If all counselors are busy with other callers, the receptionist will then answer. During busy times, such as October enrollment, all lines may be in use. In this case calls are placed in a holding queue and answered on a first-come, first-served basis by the next available counselor. We ask callers to be patient and remain on the line, as we answer calls as quickly as possible. Keep in mind when dialing an EIP staff member's direct number and that person is on the phone with another caller, the call will go directly into voicemail, not into the queue.

If your call is regarding general information, we encourage you to visit our Web site where publications, brochures, program descriptions and links to provider Web sites are readily available: www.eip.state.sc.us.

In short

Correction to *The Insurance Advantage*

Please note the following correction to pages 8-9 of The October 2002 edition of *The Insurance Advantage*—The OB/GYN well woman exam rate for CIGNA's HMO and POS plans should read "\$25" per physician visit, not \$15. A corrected version of the Advantage may be found on the Employee Insurance Program's (EIP) Web site at www.eip.state.sc.us.

BA manual changes

A few minor changes to the 2002 Benefits Administrator manual have been made recently, and the revised sections have been placed on the EIP Web site at: www.eip.state.sc.us/publications/index.html. If you retain a hard copy of the manual for reference, you may print the revised pages listed below and insert them as replacements.

Section	Page(s)	Description of change
Active Subscribers	66	Corrected last bullet under "Gaining Custody" (dependents may be added year-round without medical evidence)
Filing Claims	106	Corrected copay max for prescriptions to \$1,100 (top of page) and added pay-the-difference language (top of page)
Accounting	157-159	Added category wording to gray areas of charts (who is/is not entitled to Medicare, etc.)
Accounting	162-163	Inserted page break at bottom so header moved to page 163

Companion recognizes Donna Arndt

Many of you in the Charleston area know Donna Arndt, a Companion HealthCare employee who serves as the MUSC Options account representative, from the "Benefits at Work" conferences and from the day-to-day inquiries and assistance you provide your employees who are enrolled in that health plan. Arndt recently received the *Account Representative of the Year* award at Companion HealthCare's annual marketing awards dinner. We congratulate her on her award and great service!

Annual enrollment

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- Throughout the year—Active employees may enroll in, increase or decrease coverage within 31 days of a special eligibility situation. Employees may also enroll in or increase coverage at any time with medical evidence of good health or drop coverage at any time, if they are *not* participating in the MoneyPlu\$ pretax premium feature. *Note: If your payroll center does not process late entrants throughout the year, your employees may enroll only during annual or*

open enrollment.

- Throughout the year—Active employees may enroll eligible children in Dependent Life coverage, at any time, for \$10,000 *without* medical evidence of good health. They may also enroll spouses *with* medical evidence of good health in \$10,000 increments, up to half the employee's Optional Life coverage or \$100,000, whichever is less. They may drop their child's or spouse's coverage at any time.

Long Term Care (LTC)

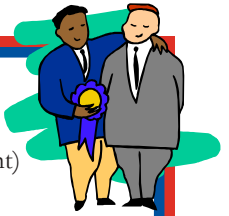
- Throughout the year—Active employees may enroll in or increase LTC coverage at any time with medical evidence of good health. They may drop coverage at any time.

Supplemental Long Term Disability (SLTD)

- Throughout the year—Active employees may enroll in or increase SLTD coverage with medical evidence of good health. They may drop coverage at any time.

BENEFITS WORK AT 2002

Award winners



BA of the Year

State Agencies: **John Skorupski** (S.C. State Ports Authority)
 Local Subdivisions: **Ann Leopard** (Laurens County Government)
 Higher Education: **Sandra Moulton** (College of Charleston)
 Public Schools: **Maeve Binder** (Oconee County School District)

Entity of the Year

State Agencies: **S. C. State Ports Authority**
 Local Subdivisions (tie): **City of Sumter; Chesterfield County Government**
 Higher Education: **Horry-Georgetown Technical College**
 Public Schools (tie): **Oconee County School District; Dorchester County School District 4**



John Skorupski, S.C. State Ports Authority



Peggy Smith, Chesterfield County Government



At right: Sandra Moulton, College of Charleston



At left: Ann Leopard, Laurens County Government



Stephanie Brooks and Phyllis Flowers, City of Sumter



Maeve Binder, Oconee County School District



Left to right: Elaine Morgan, Judy Barbour and Mary Housand, Horry-Georgetown Technical College



Liz Thompson (center) and Denise Seals (right), Dorchester County School District 4

2002 *The State Health Plan* PREVENTION PARTNERS “Health at Work” conference

The annual Prevention Partners “Health at Work” conference will be held on Friday, December 6, 2002, at the Riverbanks Zoo and Botanical Garden in Columbia. This year “Health at Work” will feature the following topics and is designed to enhance the skills and education of volunteer Prevention Partners coordinators and benefits administrators:

- The epidemic and health consequences of obesity;
- How to provide healthy foods in schools and at the workplace;
- Quality care—what it is and how to make sure you get it;
- De-stress—ways to cope and thrive;
- The preventive worksite screening—what clinical measures are and what they mean to you.



Mark your calendars now to attend! Registration brochures will be available in October!

Chronic disease workshops for remainder of 2002

WORKSHOP	DATE	LOCATION
Asthma	October 22	TBA, Columbia (Call 803-737-3820 <i>AFTER October 1</i> for registration information.)
Healthy Heart	November 19	Trident Technical College, North Charleston (Call 803-737-3820 <i>AFTER October 19</i> for registration information.)
Asthma	November 13	MUSC, Charleston (Call 803-737-3820 <i>AFTER October 13</i> for registration information.)
Diabetes	December 10	Trident Technical College, North Charleston (Call 803-737-3820 <i>AFTER November 10</i> for registration information.)

Regional health screenings for remainder of 2002

DATE	CITY	LOCATION
September 18-19	Columbia	SouthTrust Building
October 16	Rock Hill	Catawba Regional Council of Governments
November 6	Beaufort	Beaufort-Jasper Water & Sewer Authority
November 13	Darlington	Darlington County School District
December 11	Anderson	Anderson Civic Center

The Health of South Carolina

Despite increased awareness and education regarding the benefits of physical activity and improving one's health, our state continues to have higher rates of diabetes and obesity in comparison to the rest of the country. For instance, South Carolina:

- Has the fourth highest incidence of diabetes in the country—6.5 percent of the state's population;
- Has the sixth highest incidence of obesity among the 50 states—32.6 percent;
- Ranks 31st in the nation for physical activity; 31.6 percent of residents are physically inactive;
- Has the 19th highest rate of adult smokers—23.6 percent.

The State Health Plan's Prescription Drug Program paid claims of about \$24,788,499 in the first half of this plan year on drugs related to obesity and diabetes—about 24.3 percent of the Plan's total net drug costs (cholesterol lowering agents, antihypertensive therapy and diabetes therapy).

South Carolina Budget and Control Board
Employee Insurance Program
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New MoneyPlu\$ administrator

Continued from page 1

- \$5 minimum reimbursement amount;
- Claim forms may be faxed; and
- “Use it or Lose it” reminder notification with account balance information sent near the end of the plan year.

Employees should continue to submit reimbursement requests for 2002 plan year claims to Stanley, Hunt, DuPree & Rhine, Inc., as soon as possible but no later than March 31, 2003. More information regarding the benefits of the MoneyPlu\$ program will be forthcoming in the October 2002 edition of *The Insurance Advantage*.

LOST AND FOUND: A pair of glasses was found at the “Benefits at Work” 2002 conference. To reclaim, please contact Pamala Jackson at pjackson@eip.state.sc.us or at 803-734-0706 (toll-free at 1-888-260-9430).

Insight

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the South Carolina
Budget and Control Board
Employee Insurance Program

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